Break Adherence: Timely Breaks, Better Performance

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Workforce Management

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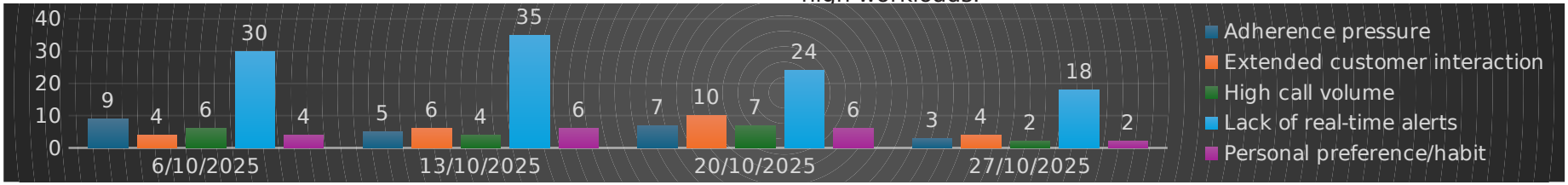
Break Adherence: Timely Breaks, Better Performance

Problem

Break adherence in RIA Claims Webchat improved from 78–82% in September to 84–87% in October but remains below the 90% target. The main driver of non-adherence is Overlooked Schedule (**242 cases**), indicating gaps in schedule visibility and reminders.

Root Cause

The dominant root cause of overlooked break schedules is the lack of real-time alerts, responsible for **55%** of all cases. This is an **environmental gap** driven by system limitations—agents depend on manual tracking, which is unreliable during high workloads.



Solution

Introducing a Break Alert Tool will effectively address the issue of missed breaks caused by lack of real-time alerts. This tool will send timely notifications to agents before scheduled breaks, eliminating manual tracking and reducing overlooked schedules. With automated reminders and escalation prompts, it will improve schedule adherence, improve agent awareness and support overall productivity and service-level compliance.

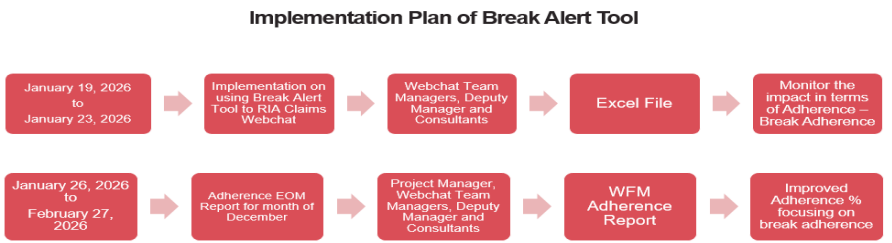
BreakForce – Break Alert Tool

BreakForce is an innovative tool designed to solve the root cause of missed breaks—lack of real-time alerts. It ensures agents never overlook scheduled breaks by providing two proactive alarms:

First Alarm: 5 minutes before the break, giving agents time to wrap up tasks.
Second Alarm: At the exact scheduled time, prompting immediate compliance.

The alerts pop up on-screen regardless of the active window and include an audible signal, making them impossible to miss. This approach helps agents manage time effectively, reduces missed or delayed breaks, and promotes well-being.

Implementation Plan For BreakForce


Implementation Plan of Break Alert Tool
January 19, 2026 to January 23, 2026
Implementation on using Break Alert Tool to RIA Claims Webchat
Webchat Team Managers, Deputy Manager and Consultants
Excel File
Monitor the impact in terms of Adherence – Break Adherence
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Improved Adherence % focusing on break adherence

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Problem Statement

Break adherence within RIA Claims Webchat has shown variability over the observed period, starting at 80% on WC September 1 and fluctuating between 78% and 82% throughout September, before improving to 84%-87% in October. While this upward trend is positive, adherence remains below the ideal target of 90%, signalling a need for further improvement.

A deeper review of non-adherence drivers highlights Overlooked Schedule (242 cases) as a major contributor. Missed breaks due to overlooked schedules indicate gaps in scheduling visibility and timely reminders. These lapses reduce overall schedule adherence, disrupt staffing balance, and can lead to increased agent fatigue, ultimately affecting productivity and service-level compliance.

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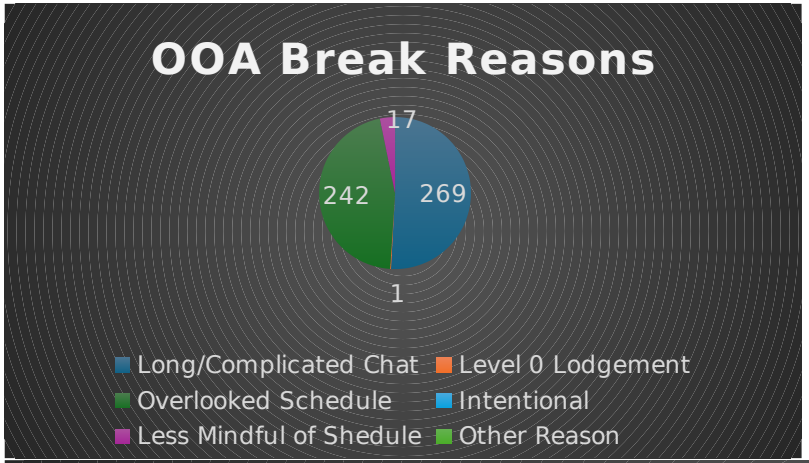
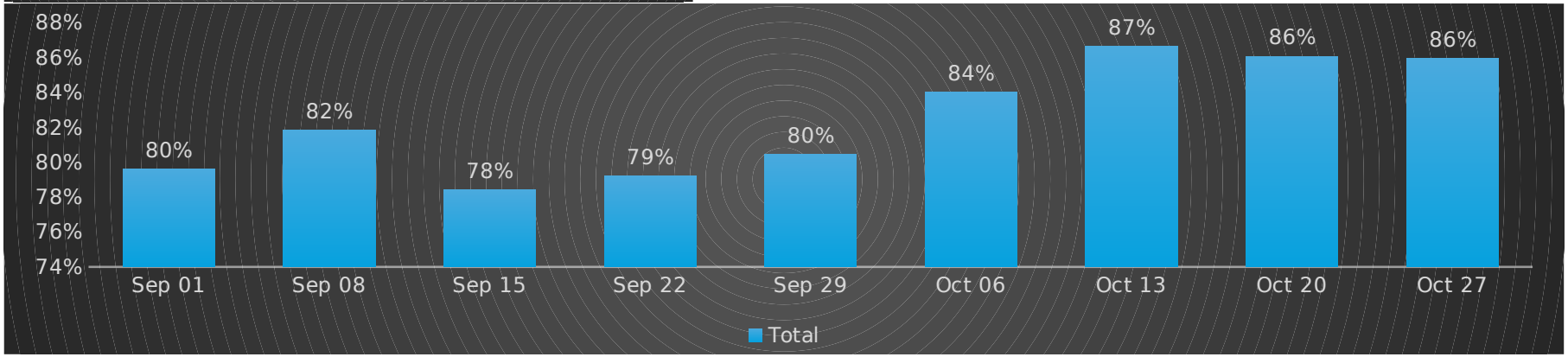
Common Break out of adherence reason



KEY Findings:

- The **largest contributor** to Out-of-Adherence (OOA) breaks is **Long/Complicated Chat**, accounting for **269 instances** (blue section).
- The **second major reason** is **Overlooked Schedule**, with **242 instances** (green section), indicating that many agents miss breaks due to not monitoring their schedule closely.
- **Less Mindful of Schedule** appears as a minor factor with **17 instances** (purple section).
- Other reasons such as **Level 0 Lodgment**, **Intentional**, and **Other Reason** have negligible or zero occurrences (orange, teal, and light green sections).

The data suggests that operational challenges (like extended chats) and personal oversight (not checking schedules) are the primary drivers of break non-adherence. Addressing these two areas—through better time management tools, reminders, or process adjustments—could significantly reduce Break – Out of Adherence.



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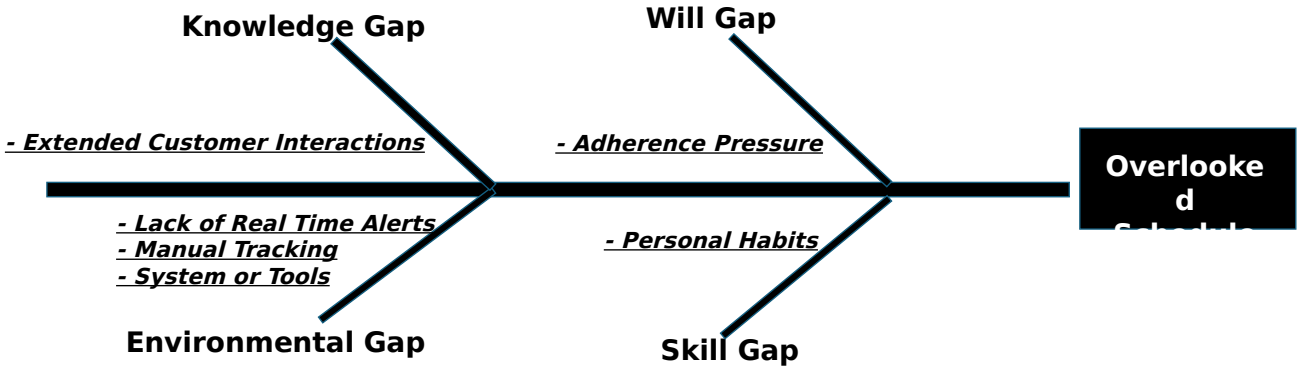
Ishikawa Diagram: Overlooked Break Schedule



Gap Category	Reason(s)	Why Appropriate
Knowledge Gap	Extended Customer Interactions	Lack of knowledge on managing long calls and escalation protocols
Skill Gap	Personal Habits	Poor time management and prioritization skills
Will Gap	Adherence Pressure	Agents choose to skip breaks to maintain KPIs
Environmental Gap	Lack of Real-Time Alerts, Manual Tracking, System or Tool Issues	External system/process limitations prevent timely break reminders

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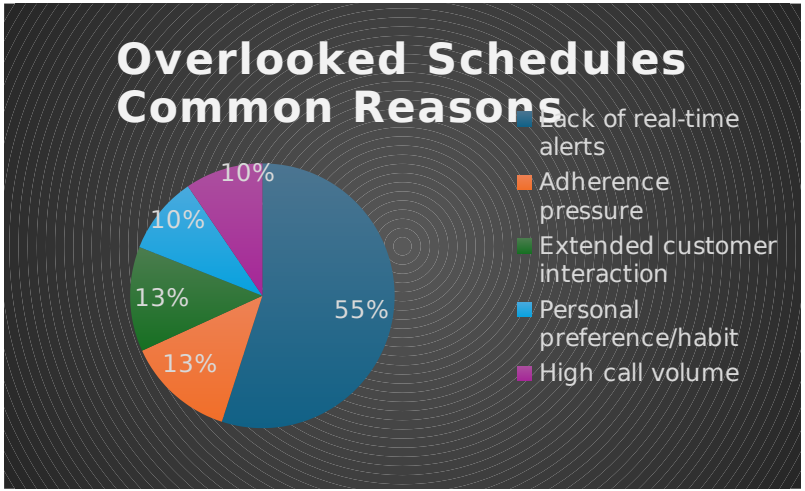


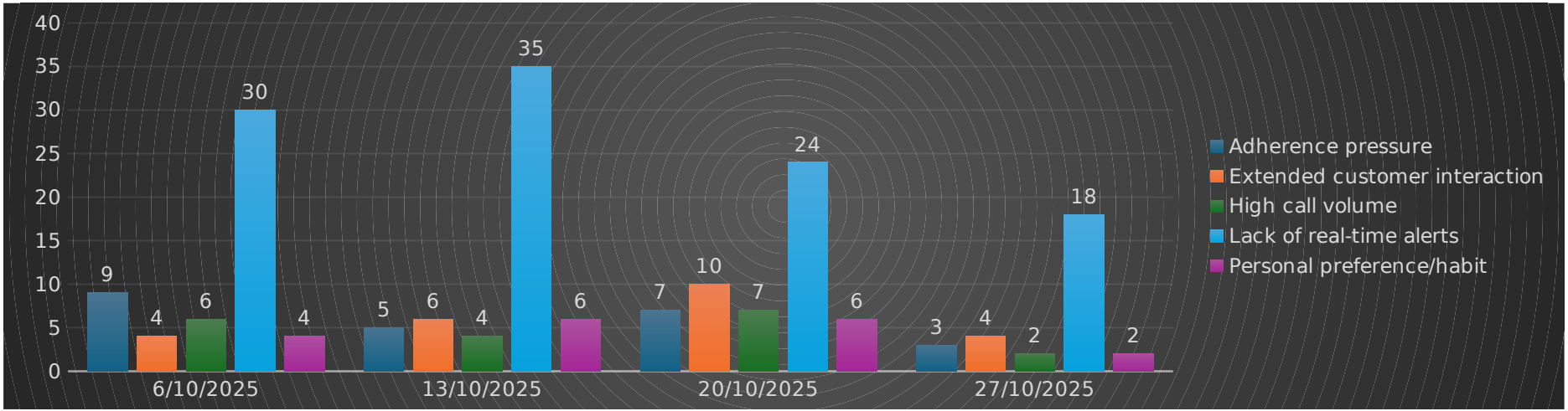
Graph Overview

The pie chart titled **"Overlooked Schedules Common Reasons"** shows the distribution of causes for missed break schedules:

- **Lack of real-time alerts → 55%** (dominant reason)
- **Adherence pressure → 13%**
- **Extended customer interaction → 13%**
- **Personal preference/habit → 10%**
- **High call volume → 9%**

Key Insights

1.Lack of real-time alerts accounts for more than half (55%) of all overlooked schedules, making it the most critical factor.
2.Other reasons such as adherence pressure and extended customer interactions contribute equally (13% each), while personal habits and high call volume have smaller shares.
3.The data strongly suggests that **system-driven reminders and automation** are essential to reduce missed breaks.



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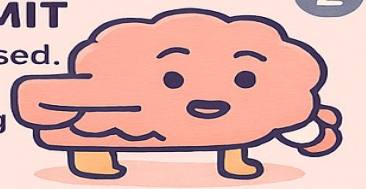
Fun Facts About Alerts/Alarms!

WHY ALARMS ARE YOUR BRAIN'S BEST FRIEND!

They're not annoying—they're your little helpers!

1 YOUR BRAIN HAS A TO-DO LIMIT

When you're focused. your brain says; "ignore everything else!"



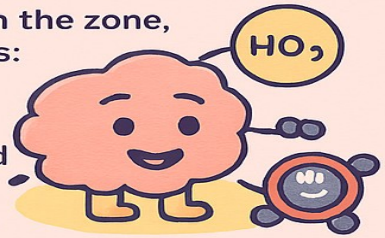
2 YOUR INNER CLOCK ISN'T GREAT AT MINUTS

Your body's chythms are good for day and night, but bad at tracking short time spans. Alarms = Reality check to keep you on track.

3 DOPAMINE MAKES YOU A WORKAHOLIC

When you're in the zone, dopamine says: "Keep going! Don't stop!"

Alarms remind you to pause and recharge.



4 BUILD HABITS LIKE A PRO

Without alarms, you rely on willpower to manage time.

Alarms = Smart shortcuts for your brain.

5 SAVE YOUR MENTAL ENERGY

Without alarms, you rely on willpower to manage time.

Alarms aren't annoying—they're brain-friendly tools that keep you healthy, productive, and happy!

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Introduction to BreakForce

BreakForce is an innovative tool designed to enhance break adherence and promote employee well-being. It works by setting two alarms for every scheduled break and meal period:

- **First Alarm:** 5 minutes before the scheduled time, giving users a heads-up to wrap up tasks.
- **Second Alarm:** At the exact scheduled time, ensuring breaks are taken promptly.

The alarm is designed to **pop up on the screen regardless of the active window** and plays an audible alert, making it impossible to miss. This proactive approach helps employees manage their time effectively and maintain compliance with scheduled breaks.

Future Enhancements

To further improve monitoring and accountability, BreakForce will include a **log sheet feature** that records:

- The actual time users tag their breaks (Start and end Time).
- Comparison against their plotted schedule.

These logs will be compiled and shared with respective team leaders, enabling data-driven coaching and better adherence tracking.

Impact on Operations

- **Improved Break Compliance:** Reduces missed or delayed breaks.
- **Enhanced Productivity:** Ensures employees return refreshed and focused.
- **Actionable Insights:** Provides team leaders with accurate adherence data for performance management.

“Break Now or Break Never.”

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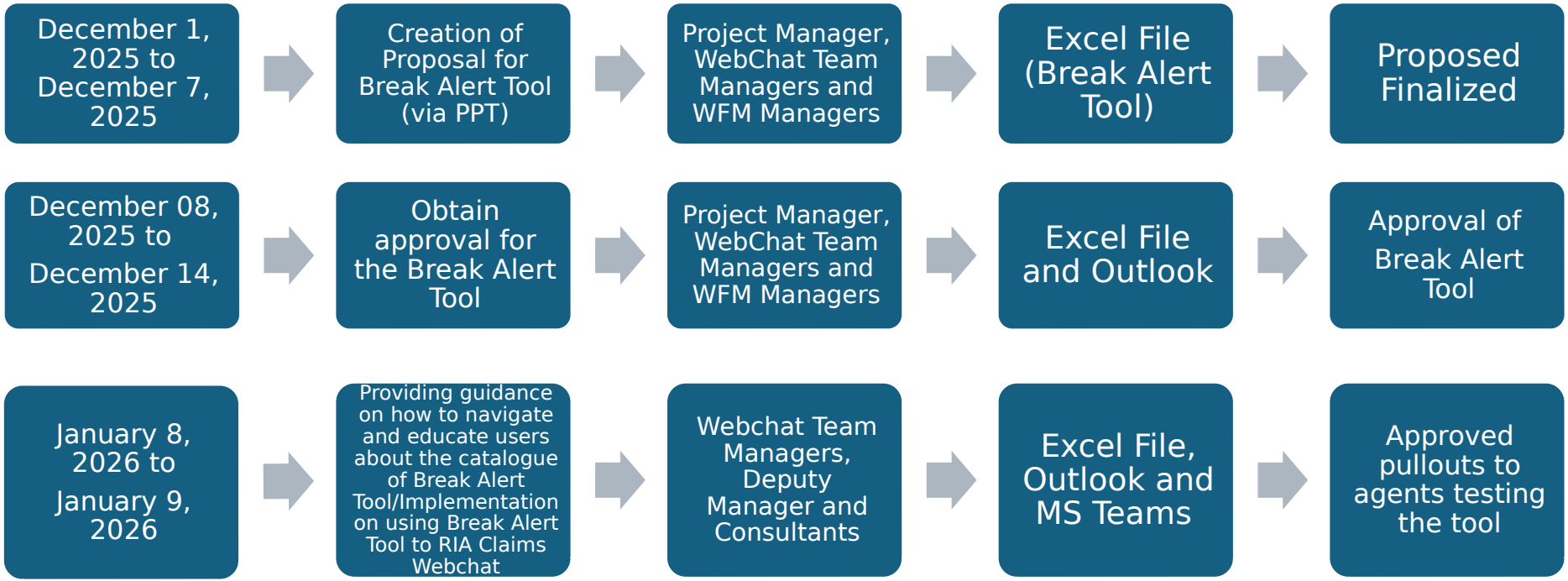
Implementation Plan of Break Alert Tool


December 1, 2025 to December 7, 2025
Creation of Proposal for Break Alert Tool (via PPT)
Project Manager, WebChat Team Managers and WFM Managers
Excel File (Break Alert Tool)
Proposed Finalized
December 08, 2025 to December 14, 2025
Obtain approval for the Break Alert Tool
Project Manager, WebChat Team Managers and WFM Managers
Excel File and Outlook
Approval of Break Alert Tool
January 8, 2026 to January 9, 2026
Providing guidance on how to navigate and educate users about the catalogue of Break Alert Tool/Implementation on using Break Alert Tool to RIA Claims Webchat
Webchat Team Managers, Deputy Manager and Consultants
Excel File, Outlook and MS Teams
Approved pullouts to agents testing the tool

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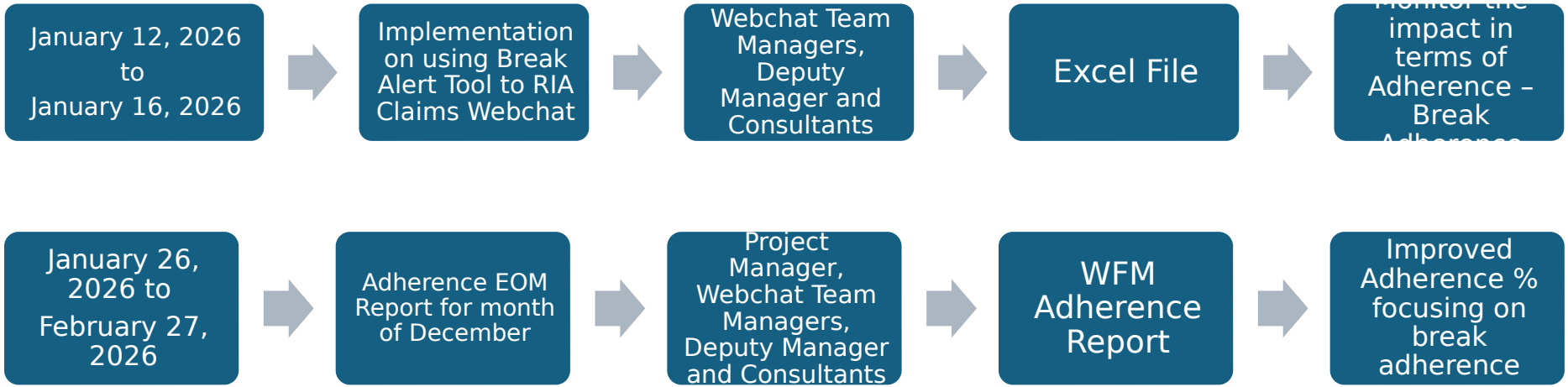
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